

GREAT PLAINS INTERAGENCY DISPATCH CENTER

STANDARD OPERATING GUIDE # 41

TITLE: WildCad Texting Notifications

EFFECTIVE DATE: April 01, 2018

UPDATED: July 22, 2019

INTENT: To define Dispatcher and Duty Officers roles and responsibilities

PROCEDURE:

WildCad Texting will be completed by Great Plains dispatch (GPC) for any smoke report given to GPC within their initial attack area within the Black Hill fire protection area in South Dakota/Wyoming and the prairies south and east to include Buffalo Gap National Grasslands, Fort Pierre National Grasslands and the Badlands National Park. The area has been broken down into two zones the Black Hills and the Prairie; the Black Hills within the fire protection area and the Prairie will be incident's outside of the Black Hills fire protection area.

1. DISPATCHERS: Upon the report of any incident, the dispatcher will create the incident in WildCad and in the "Log Screen" click on "Text/Email".
 - 1.1. Depending on location the dispatcher will select Black Hills, or Prairie under "To", then select "Use" select "Smoke report" and select "Use" again. Complete the Incident number, Geographic Location, and Township, Range, Section (TRS) information, select "Save/Use" and then select "Send"
 - 1.2. Once a unit arrives on scene and gives GPC a short size up, the IA dispatcher shall use the same process, but select "Follow-up in the second step. This will bring up a different screen after the dispatcher selects "Use", fill in the needed information, select "Save/Use" and the select "Send". A "Follow-up" text will also be done for False Alarms but select "False Alarm" with the Incident # and False Alarm for the message.
 - 1.3. This process shall also be used each time there is a human caused fire on either the Black Hills or Nebraska National Forests. For this the dispatcher shall select "FS LEO" under "To". Then select "HUMAN CAUSE FIRE ON FS" from the dropdown arrow. Select Use and fill in info and send. A FS Law Enforcement officer should call and let you know if they can respond or not.

2. DUTY OFFICERS (DO): Upon receipt of the text and/or email the on-call DO shall call GPC and talk to the Floor Operations Supervisor (FLOPS) for additional information or respond via the radio that they copy the page.
 - 2.1. If the on-call DO does not call or respond, once the IA dispatcher completes the dispatch, they will then attempt to contact the DO via cell phone numbers listed at GPC
 - 2.2. Agency Fire Management Officers and DO's will stress to their Units the importance of giving GPC a short size up as soon as possible for the "Follow-up" text.
 - 2.3. Agency Fire Management Officers and DO's will also stress to their units that they should NOT call GPC to get information unless they are the on-call DO that day.
 - 2.4. Do not reply back to the text or email from WildCad.
3. PUBLIC INFORMATION OFFICER (PIO): A text will be sent out to the PIO text list once the size up information is obtained.
4. The floor supervisor or their designee will make sure someone in dispatch sends out a group text to the Black Hills group and one to the Prairie group to let them know when we get additional resources such as aircraft or crews into the area. To do this under the "utilities" tab in WildCad Select send "Text/Email" and then select which group to "text/email" "Black Hills or Prairie" make sure you send it to both groups, you cannot do this together, you must send it to one group then the second group. Then select the dropdown next to the "use" tab toward the bottom and pick "Resource Update" and select the "use" tab again and then fill out the appropriate information and then select the "save/use" tab then select the "send" tab.